



# Platicamos-ARMA

## Northern New Mexico Chapter



January 2003 Issue

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### Presidents Message

By: Sherry Guthrie



**F**eliz Ano Nuevo, or Happy New Year to you all! I hope everyone had a wonderful holiday, time off with your family, and are anticipating some exciting things for 2003.

As for me, I changed jobs in the middle of December and three weeks later I quit smoking, so the stress level has been high over the last few weeks. Now I am ready to dig into the new year with gusto and what a year it will be.

January will be a busy month: We start off with a Board meeting on Thursday, the 9th, and all Chapter members are invited. Then, our membership meeting will be on Thursday, January 16th, at Fuller Lodge in Los Alamos. This meeting will be over by 12:30 so we can move over to the Los Alamos Recycling Center to see how they process those records of ours.

To close the month, we will be holding our Advanced RIM Workshop at the UNM-LA Campus on January 29th & 30th with fellow ARMA member, John Phillips, presenting. Lunch will be served at the workshop both days & I've been told we will be served croissant sandwiches with garnishes on Wednesday and something called the whole

enchilada works on Thursday. Sounds good.

Remember, you will be receiving credit in any of three ways for this 2-day workshop since it is the equivalent of an upper level college course: Continuing Education Credits for those of you who may be able to use them on your college transcript; CRM Credits for those of you who are professional CRMs; and a certificate of attendance for those of you who want to beef up your professional training files. Each certificate will be printed with both the CEU & CRM credits awarded. Please do your best to sign up early by faxing the registration form to 505-661-9653 (my fax number). There is a cap of 65 people for the class & we want to make sure you will be able to attend.

As you also may have realized, the Christmas social did not happen this year —too little time to prepare well. Not to worry, however. We will be replacing it this year with a bang-up bash for the whole family some time in May or June. Look for more news on this social event from your Hospitality Committee.

Also, our GIVE Committee was hard at work for the holidays with your help. Take a look at page 5 to find out what "YOU" accomplished.

So for January, the prognosis looks good - we have several opportunities to help each other *Share, Learn and Grow*.

### Mission Statement

"To Advance and Promote Records and Information Management (RIM) by sharing professional knowledge and exchanging experience and information."

## NORTHERN NEW MEXICO ARMA CHAPTER OFFICERS

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## MEMBERFEST 2003

The Memberfest Contest continues and 2003 will be a good year. We are looking forward to see the Memberfest applications arriving. Good job members, your initiative and drive will prove to be successful. Please insure that these applications have your membership ID number listed on the top right hand corner of the application so you can get the proper credit for the new member.

Recommended recruitment technique is your enthusiasm about being a member of ARMA and the chapter. If you are excited about being a member and find that it has benefited your profession then talk positively and enthusiastically to potential members. Don't forget to ask them to join our chapter so they can *share* their knowledge, *learn* from the experts and *grow* right along with the rest of us.

### BENEFITS TO ORGANIZATIONS FROM ARMA

- ARMA provides education in records and information management standards, procedures, and techniques.
- ARMA enables members to establish and maintain professional contacts that help in the resolution of problems.
- ARMA provides additional justification that the organization is maintaining a proper records management program.
- ARMA is continually promoting research and providing this to members.
- ARMA helps reduce costs.
- ARMA helps the organization maintain a competitive advantage.

For more information, go to [www.arma.org/memberfest](http://www.arma.org/memberfest). ARMA can benefit every member that is willing to get involved and participate. It has been proven over and over again in our Chapter that success is in numbers and in the opportunities provided.

## CRM CORNER - 2002

By Sherry L. Guthrie, CRM

Again, we thank Bob Dalton for this month's question

### Question:

Can you provide any good hints in motivating employees to review their records?

### Response:

This question was asked by a client who had a large volume of records due for annual review. I had stopped by his office with the listing of records that he had asked me to pull for a review. With a straight face, I handed him a listing of one collection of 188 files (large files) that had met the minimum retention period by the retention schedule and/or the retention information had not be captured during the initial accession into the filing system.

Now, many of you can probably relate to the reaction of the client when he looked at the listing. I could not stop my upper lip from quivering as I tried to control the chuckle that was trying to escape as I watched his face when he realized what had happened. As I stood in the doorway, I could tell he was desperately trying to escape from the room. Fortunately I outweighed him by 40 pounds so he knew he was trapped. After a short discussion, he agreed to take a stack of 10-15 files per day and review for destruction, microfilming, scan to CD or transfer to the off-site storage facility.

I mentioned this was only the first of 11 batches of file listings that required review and his eyes glazed over and asked for some ideas on how to get the records into some semblance of order.

I'm sure you can relate to this problem. During my few years of working as a consultant, I have

found this is not unique to any one organization, private or public. However, the organizations that do not have a basic records management program are the ones that seem to have the most problems. Without a systems approach to the management of records this problem is inevitable.

Here are a few things that I have found to work effectively with any records review:

Encourage the person reviewing the records to set aside some time each day to review the records. I have gained permission from the reviewer to:

- ▣ Place a set amount of records in their chair for review each morning. They would review and place in a designated spot for pickup the following morning.
- ▣ Review the records and place a short written recommendation on the front of the records for their review and disposition approval.
- ▣ Set a time and place to review with the records with the client. Arrange to have a meeting room that will reduce distraction during the review.
- ▣ Start by selecting the easiest and smallest collection for the initial review. Work your way up to the complex ones.
- ▣ Have the person delegate the review process to someone knowledgeable on content of the record. This is not my favorite method, as the person delegated is not always happy with the delegation.
- ▣ If all else fails and you are knowledgeable on the records being reviewed, ask for authority to act on his behalf to review and destroy

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January 7th Board Meeting @ IMAGIC in Espanola 11:30 - 1:00  
 January 16th Membership Meeting – @ Fuller Lodge 11:30 - 1:00  
 January 29th - 30th Advanced RM workshop @ UNM-LA 8:00-4:30



## SHARE, LEARN & GROW

Do you want to grow professionally in the Records Management Field?  
 Your next opportunity is this month!

Attend the Advanced RIM Workshop presented by John Phillips here at the UNM-Los Alamos Campus on January 29th & 30th. Two full days with topics such as:

- Unique issues and dangers associated with e-mail management.
- What software to select for record keeping.
- How to work with IT personnel in establishing RIM programs
- Why changing modern business models affect the interest of Executive Management in recordkeeping issues

For only \$200 (ARMA members) you will receive a full 2 days of records management training.  
**Contact Sherry Guthrie at 505-661-6390 or Sally Olguin at 505-667-6991.**  
 See the registration Form on Page 8.



## January 2003



Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7 <i>Board Mtg</i>	8	9	10	11
12	13	14	15	16 <i>Member- ship Mtg</i>	17	18
19	20	21	22	23	24	25
26	27	28 <i>Newsletter Articles Due</i>	29 <i>Workshop</i>	30 <i>Workshop</i>	31	





The GIVE committee determines what charity events our Northern New Mexico Chapter of ARMA will participate in during the ARMA year. This year, the GIVE committee chose the following three events; adopt 3 families for Christmas from the St. Elizabeth's Shelter in Santa Fe, a book drive for Espanola Foster Children, and a monetary gift to our former ARMA member Stephanie Trott.

On December 11, 2002, the Give committee delivered 10 boxes (500 books) to Child Protective Services in Espanola, which was right on time for their Christmas party. The CYFD staff was very appreciative because the books we donated last year were a huge success and they send their many thanks to the NNM ARMA chapter.

On December 12, 2002 a check for \$200 was sent to Stephanie Trott, who is a former NNM ARMA member to help with expenses for her extensive health problems. Stephanie needs a kidney and pancreas transplant. She make 3 trips a week to ABQ from Los Lunas for dialysis, has undergone quadruple bypass surgery, has diabetes and is experiencing problems with gangrene because of infections on her fingers, has osteoporosis with 90% bone loss and confined to a wheel chair. With all this she continues to speak with lots of humor—remarkable! Stephanie is someone we can admire because of the way she has accepted her problems and has not given up in life although she has recently been admitted to the UNM hospital. We have received a card from Stephanie, with her sincere *thank you* to the NNM ARMA members. Please remember Stephanie in your prayers and thank you NNM ARMA for taking care of your own.

On December 16, 2002, the Give committee delivered a truckload and more, of gifts to our adopted families from St. Elizabeth's. The St. Elizabeth's staff was quite surprised to see all the gifts that we delivered. We were able to collect almost everything these families asked for and then some. Our chapter's generosity has made it possible to give these families a Christmas they will always remember. The Give committee sends a special and sincere

**THANK YOU TO ALL!!**

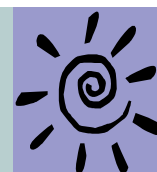
### *A Word from the Chair*

I am at a loss for words because of the generosity of all who participated in this effort. Please accept my sincerest and most heartfelt thanks to all who made this a memorable Christmas for those families. I realize that Christmas is a difficult time to give because we have our own families and I know it was a sacrifice to commit to helping these families. I hope that when you saw your family members open their gifts on Christmas Day and you saw that bright light in their eyes and the special smile on their faces, you remembered that you put a bright light in the eyes and a special smile on the faces of 11 other children and their moms this Christmas.

*Thank you,  
Dolores Salazar  
Give Committee Chairperson*



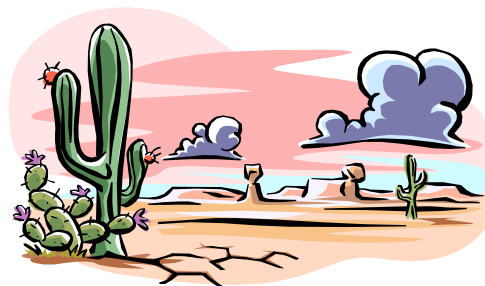
*Hats off to all of you!*



## January NNM ARMA Membership Meeting January 16, 2003

- 1) Call to Order
- 2) Roll Call
- 3) Determination of Quorum
- 4) Recognition of Guests
- 5) Adoption of Agenda
- 6) Approval of November Minutes (Liz)
- 7) Approval of Reports
  - a) Treasurer's Report (Ernie)
  - b) Membership Report (Barb)
  - c) Other Reports
- 8) Unfinished Business
  - a) Fall Seminar Wrap-Up (Karen)
  - b) Status Extra Workshop-John Phillips (Sherry)
  - c) December GIVE Projects Wrap-Up (Dolores)
  - d) Other Committee Updates
  - e) Other
- 9) New Business
  - a) Educational Foundation 5/100 Legacy Campaign (Sherry)
  - b) Suggestions for Celebrating Records Management Month (April) (Sherry)
  - c) Other
- 10) Tour of Los Alamos Recycling Center
- 11) Announcements
  - a) Next Membership Meeting, 11:30-1:30, February 13, 2003 at IMAGIC in Espanola  
Presentation by the Santa Fe County Clerk on "Documents of an Election"
- 12) Adjournment

**Contributions or gifts to the Association of Records Managers and Administrators, Inc. are not charitable contributions for federal income tax purposes."**



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the records. Have the person sign the destruction notice.

☐ Review and create a listing of records for destruction or other disposition and have the person review and sign off. If memory serves me, I was not really happy with this type of assignment, when I was managing a large records collection. As a consultant, I could not be happier (\$\$\$). Unfortunately, this may be the only way the records will be reviewed.

☐ Create realistic deadlines to complete the review.

Here are a couple of things that I *do not* recommend doing:

☐ *Do not* present the reviewer large lists of record to be reviewed.

☐ *Do not* bring boxes and place them in the viewer's office.

☐ *Do not* let the client change the retention period that will expire the day after they retire, unless of course you are retiring before they do.

☐ *Do not* laugh at the client.



## From the Desk of the Editor

Sally Olguin



Recently, I found myself surrounded by 100 attorneys, representing both plaintiffs and defendants—a frightening experience. In December, I attended the "Electronic Discovery and Records Management conference hosted by Glasser Legal Works in cooperation with ABA Section of Science & Technology Law. In response to cases such as *ENRON* and *Anderson*, the panel, which consisted of attorneys, judges, and records managers, addressed the new trends in electronic discovery that attorneys and judges are seriously looking at today. These increasingly sophisticated parties responsible for records requests and turning over records, will continue to have a huge impact on records and information managers. So, now the profession of RIMs should be ready for the fallout of the legal system's "broader scope of discovery that are now looking beyond Emails." The scope will now include history files, and records retention and destruction procedures as well as addressing automated litigation support in the management of electronic data.

Requests for e-mail and hard drives of organization's databases containing financial, product, sales, compliance, regulatory, human resource and other information maintained in the normal course of business are now stringently targeted. Requests will include the data types, structures and contents of databases and computer systems and with these requests will be the demand for RIMs to be able to comply. One panel member stated, "We must know what to ask for, and how to ask for information because we know that there is more information in electronic records than there are in hard copy records." Certainly, the speaker was referring to the history files maintained in system documentation, and backups, as well as drafts in document and records management systems.

Also, the days of turning over an overwhelming amount of data from electronic systems has moved these parties to follow better tactics in data discovery. In an effort to avoid being inundated with information that can exist on computer systems these requests now include clearly defined strategies. Litigates who know the difference between disaster recovery systems and records retention systems, as well as the essential ingredients for an effective records management system, will be looking closer at organization's systems.

Although there seems to be a "dragging of the feet" in the adaptation of electronic management systems, this is not so for those who litigate requests for electronic information. As you RIMs are aware, *Discovery* means everything, regardless if the information is deemed *Record*. There is an obvious call for the records management personnel to team up with the legal team to ensure that there is a clear understanding of the structure of a request for information as well as the practical implications of turning over electronic data to opposing parties.

As a closing comment, the panel highly recommended that organizations get to know their Records Managers to better understand the records program in their organizations. Clearly, records concepts such as *records inventory* and *records disposition*, were foreign concepts to the audience—A panel member implored, "By all means, you must have a completed inventory and disposition schedule as the first step." The lawyer next to me leaned over and said, "Who could possibly complete a records inventory, that is an impossible job." I smiled to myself—We RIMs can, and do.



**NNM ARMA**  
**ADVANCED RIM WORKSHOP**  
January 29th & 30th 2003



NAME \_\_\_\_\_

TITLE \_\_\_\_\_

COMPANY \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE \_\_\_\_\_

E-MAIL \_\_\_\_\_

Registration fee for both days is \$250.00 (\$200.00 for ARMA members). Fee includes lunch both days and refreshments.

MAKE CHECK PAYABLE TO: NNM ARMA AND MAIL TO:  
60 CR 119, ESPANOLA, NM 87532

*or*

FAX Application to: 505-661-9653 and pay at the workshop. **(SORRY, NO  
CREDIT CARDS – CASH, CHECK OR PURCHASE ORDER ONLY)**

Location: UNM-LA Campus in Los Alamos, New Mexico.

Questions, Please call Sherry @ 505-661-6390 or Sally @ 667-6991